

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2).

1. Post CHISINAU	2. Agency DOS	3a. Position Number
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3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

☒ Yes ☐ No

4. Reason For Submission

☒ a. Redescription of duties: This position replaces(Position Number) _____, (Title) Telephone Operator/Recepti (Series) _____ (Grade) FSN-5☐ b. New Position _____☒ c. Other (explain) Full Title: Switchboard Operator / Dispatcher

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	Telephone Operator/Receptionist	FSN-5		
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title)

7. Name of Employee

8. Office/Section

Management

a. First Subdivision

Information Management Office

b. Second Subdivision

c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.

Printed Name of Employee

Date (mm-dd-yyyy)

10. This is a complete and accurate description of the duties and responsibilities of this position.

Printed Name of Supervisor

Date (mm-dd-yyyy)

Employee Signature

Supervisor Signature

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.

Printed Name of Chief or Agency Head

Date (mm-dd-yyyy)

12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Printed Name of Admin or Human Resources Officer

Date (mm-dd-yyyy)

Chief or Agency Head Signature

Admin or HR Officer Signature

13. Basic Function Of Position

The Embassy telephone switchboard operator and motor pool dispatcher answers internal and external telephone calls, transfers calls, sends/receives faxes, sends/receives email, schedules and dispatches Embassy motorpool cars and drivers, manages the Embassy cell phone program, manages the Embassy telephone book and emergency contact roster, and provides unofficial translation services to the Information Resource Management Section.

14. Major Duties and Responsibilities

100 % of Time

Major Duty Telephone Switchboard Reception - 40%

- Operate the Embassy's telephone switchboard console to professionally and politely answer, reroute, and make telephones calls to and from the U.S. Embassy in English, Romanian, and/or Russian.

- Direct callers to the appropriate section based on appropriate conversation and answer questions that callers may have with regards to official sections and functions of the different sections.

(See Addendum 1)

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Addendum 1

Major Duty: Motorpool vehicle and driver dispatching - 25%

- Operate the Integrated Logistics Management Services (ILMS) motorpool console to receive, acknowledge, schedule, and dispatch drivers and vehicles for all U.S. Embassy vehicle requests.
- Provide timely responses by approving or denying requests based upon the Embassy's official motorpool policy.

Major Duty: Embassy Telephone Directory - 10%

- Maintain and manage the embassy's telephone directory by adding, modifying, or deleting information as necessary.
- The operator is expected to be familiar with the names and offices of all mission members.
- Ensure directories are current and correct by maintaining document ownership and making timely edits to the files.

Major Duty: Issue & Inventory Post's Cell Phones - 15%

- Maintain and manage the Embassy inventory of mobile phones that includes all cellular telephones and SIM cards.
- Issue phones/SIM cards and keep records of all property transactions.
- Call cellular service providers to activate, transfer, deactivate, and/or troubleshoot SIM card & cell phone issues.

Major Duty: Back up for the Mailroom services staff - 5%

- Distribute personal mail to customers when the mailroom staff are out of the office.
- Make arrangements for commercial courier services (i.e. FedEx, UPS, DHL, etc)

Major Duty: Translation Services and Other Duties - 5%

- Translate unofficial documents to/from English, Romanian, and Russian for the IRM section.
- Other duties as assigned by the IMO (for example: fact checking, event planning, clerical and file operations, etc)

****Note:** This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

15. Qualifications Required For Effective Performance

a. Education

Completion of secondary school is required.

b. Prior Work Experience

One year of clerical experience that includes answering telephone calls, word processing, email correspondence, basic supply and logistics, and general office management skills is required.

c. Post Entry Training

Integrated Logistics Management System (ILMS) online training, PA-264 Motor Pool Training, online courses for Microsoft Office and office management.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read).
Level IV (Fluency) Speaking/Reading/Writing English, Romanian and Russian is required.

e. Job Knowledge

Incumbent must be familiar with Moldova, the city of Chisinau, and common locations for government offices, embassies, and other important locations; Must be familiar with common protocol when interacting with the public and with governmental and/or diplomatic entities.

f. Skills and Abilities

Incumbent must be able to learn to operate a commercial grade digital telephone switchboard console; Must have good computer skills, including familiarity with Microsoft Office applications (Word, Excel, Outlook) and the ability to learn State Department specific software programs. Must be able to handle stressful situations while remaining professional.

16. Position Element

a. Supervision Received

Incumbent reports to the Information Management Officer and receives daily work guidance from the General Services Officer and Motor Pool Supervisor.

b. Supervision Exercised

Incumbent does not have any supervisory responsibilities.

c. Available Guidelines

Department of State Foreign Affairs Manual (FAM) and Foreign Affairs Handbook (FAH), U.S. Embassy internal policies and procedures

d. Exercise of Judgment

As the first point of contact for callers to the US Embassy, the incumbent must exercise a high degree of professional judgement to quickly and efficiently determine the nature of calls and how to react to them. Decisions must be made that prioritize mission personnel requests for service and sometimes those requests must be delayed or refused. The incumbent is also a critical member of the mission's emergency response team as they have intimate knowledge of all contact information within the community.

e. Authority to Make Commitments

This position has no authority to make commitments.

f. Nature, Level, and Purpose of Contacts

Daily contact with the Diplomatic community, local Moldovan, and U.S. government officials to support U.S. diplomatic interests in the region as well as daily contact with the general public providing basic embassy and consular information. The level of contacts can vary from very low level to top level government contacts. The purpose will be to provide timely information and/or response to requests for service (both internal and external to the embassy).

g. Time Expected to Reach Full Performance Level

three (3) months